

08/948, 530

Abstract of the Disclosure

A computerized Internet-Protocol Network Telephony (IPNT)
5 routing system has a routing processor for receiving and forwarding IPNT
calls based on information stored in an associated database regarding
operation and status of possible destinations for the call. In some
embodiments destinations are call centers adapted for receiving IPNT calls
at workstations associated with a central processor, and the information in
10 the database at the routing processor is collected and processed at the call
centers that are potential destinations for the calls. The information is
collected processed and forwarded to the database for the purpose of
enhancing call-routing efficiency and accuracy.

2008-10-10 10:10:10